

TITLE 83: PUBLIC UTILITIES
CHAPTER I: ILLINOIS COMMERCE COMMISSION
SUBCHAPTER f: TELEPHONE UTILITIES

PART 730
STANDARDS OF SERVICE FOR LOCAL EXCHANGE
TELECOMMUNICATIONS CARRIERS

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AUTHORITY: Implementing Sections 8-301 and 13-712 and authorized by Section 10-101 of the Public Utilities Act [220 ILCS 5/8-301, 13-712 and 10-101].

SOURCE: Filed November 6, 1970; amended at 7 Ill. Reg. 2147, effective February 4, 1983; codified at 8 Ill. Reg. 12191; Part repealed and new Part adopted at 15 Ill. Reg. 16060, effective November 1, 1991; amended at 24 Ill Reg. 13861, effective September 1, 2000.

SUBPART A: GENERAL

Section 730.100 Application of Part

This Part shall apply to all local exchange carriers offering or providing either competitive or noncompetitive telecommunications services as defined in Sections 13-209 and 13-210 of the Universal Telephone Service Protection Law of 1985 ("Law") [220 ILCS 5/13-209, 13-210]. Unless specifically noted otherwise, this Part shall only apply to the relationship between a serving local exchange carrier and its end user—customer only. This Part shall not ~~be applicable~~ to the relationship between a serving local exchange carrier subject to this Part and any local exchange carrier that provides wholesale facilities or services to the another serving local exchange carrier for provisioning ing of services to its retail end user customers.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.105 Definitions

As used in this Part, the following terms shall have these definitions:

"Abandoned call" means a call that has been offered to a communications network or telephone system that was terminated by the person originating the call before it was answered by the entity being called.

"Access line" means the connecting facility between a customer's premises network interface device and the local exchange carrier's facility that provides access to the switching network for local exchange and interexchange telecommunications service. This includes the network interface or equivalent, the outside plant facilities, the office frame and frame wiring and the office line termination.

"Analog" means a continuous electrical signal that carries information by means of variations in its amplitude or frequency. The electrical signal being transmitted varies in direct relation to the signal generated by the source.

"Answer time" means a measurement in seconds from the point the carrier's telephone system receives the call until the call is answered by the carrier's representative who is ready to accept information. In the case when the carrier uses a menu-driven system, the measurement begins once the menu-based system has transferred the customer into the carrier's telephone system until the call is answered by the carrier's representative.

"Answer time" means a measurement from the point a call is placed in the

answering queue.

“Application” means a verbal or written request for a telecommunications service. *May also be referred to as “receipt of an order.”*

“Assistance calls” means calls in which the operator provides assistance or instructions to the customer. Examples: rate quotes, credit requests, trouble reports, dial assistance, and dialing instructions.

“Basic local exchange service” means residential and business lines used for local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act, excluding:

(A) services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the federal Telecommunications Act of 1996;

(B) vertical services;

(C) company official lines; and

(D) records work only.

“Business office” means those offices of the company where calls are answered and made. A business office typically employs company representatives to assist customers for order entry and lookup on customers’ orders and account records through the use of a computerized system.

“Busy hour” means the two consecutive half-hours each day during which the greatest volume of traffic is handled ~~in the central office.~~

~~“Busy season” means the two consecutive weeks during which the greatest volume of traffic is handled in the central office.~~

“Busy tone” means an audible signal indicating a call cannot be completed because the called access line is busy. The tone is applied 60 times per minute.

“Call data” means the recorded information necessary to measure and bill each call.

“Calls” means customers’ messages attempted.

“Central office” means the site where switching equipment is located. A local central office, also called an end office, is the switching office where individual subscriber’s access lines appear. It houses the equipment that

receives calls transmitted on the local loop and routes the call over the switched network either directly to the person called, if the call is placed to a location served by the same local central office, or to another central office, if the call is placed to a customer served by a different central office. Each central office serves local loops in an exclusive geographic area.

“Certificate of sService aAuthority” means the authorization by the Illinois Commerce Commission (“Commission”) granting a local exchange carrier the right to provide telecommunications services within a specified geographical area.

“Channel” means a single path between two or more points provided for transport of user information and/or signaling for a communications service.

“Connecting company” means a corporation, association, partnership or individual (other than a company affiliated interest) that owns or operates central offices or similar switching facilities and interchanges traffic directly or indirectly with the local exchange carriers.

“Customer” means any person, building owner, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with local exchange carrier telecommunications services as defined in Section 13-204 of the Law [220 ILCS 5/13-204]. “Customer” may also be referred to as “end user.”

“Customer premises equipment” means equipment employed on the premises of a person (other than a carrier) to originate, route, or terminate telecommunications.

“Customer premises wire” means any wire, including interface equipment, on the customer side of the network interface or equivalent.

“Customer trouble report” means any verbal or written report relating to difficulty or dissatisfaction with the operation of regulated telecommunications services. One report shall be counted for a verbal or written report received. When several items are reported by one customer at the same time, and the group of troubles so reported is clearly related to a common cause, they are counted as one report.

“dBrnc” means a measure of the interfering effect of noise.

“Decibel” or “dB” means a standard unit used for expressing a transmission signal gain or loss.

“Dial tone” means an audible tone sent from an automatic switching system to a customer to indicate the equipment is ready to receive dial signals.

“Dial tone first” means coin telephone service that allows a customer to obtain a dial tone before money is deposited into the coin telephone.

“Digital” means a signal which carries information by discrete changes in its parameters. For digital transmission of analog information, the incoming voice, data, or video signals are sampled periodically and digitally coded for transport through the network.

“Direct Distance Dialing” or “DDD” means the automatic establishment of toll calls in response to signals from the dialing device of the originating customer.

“Distributing system” means that part of the outside cable plant connecting the central office to the customer network interface at the customer’s premises.

“Emergency situation” shall mean a single event that causes an interruption of service or installations affecting end users of a local exchange carrier. The emergency situation shall begin with the first end user whose service is interrupted by the single event, and shall end with the restoration of the service of all affected end users.

The term single event shall include:

- (A) a declaration made by the applicable state or federal governmental agency that the area served by the local exchange carrier is either a state or federal disaster area; or
- (B) an act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier; or
- (C) a severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

The term “emergency situation” shall not include:

- (1) a single event caused by high temperature conditions alone; or
- (2) a single event caused by acts or omissions of the local exchange carrier, its agents, employees or contractors; or
- (3) any service interruption that occur during a single event listed in subsections (A through C) above, but are not caused by those single events; or
- (4) a single event which the local exchange carrier could have

reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall a local exchange carrier be required to undertake precautions which are technically infeasible or economically prohibitive.

“End user” means any person, building owner, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with local exchange carrier telecommunications services for consumption, not for resale, as defined in Section 13-204 of the Law [220 ILCS 5/13-204]. “End user” may also be referred to as “customer.”

“Executing carrier” means any telecommunications carrier that effects a request that a subscriber’s telecommunications carrier be changed.

“Exchange area” means a unit established by a local exchange carrier and approved by the Commission for the administration of telecommunications service in a specified geographical area. It may consist of one or more central offices together with associated plant used in furnishing telecommunications services in that area. Exchange areas are identified on exchange boundary maps on file with the Commission.

“Foreign exchange service” means a classification of exchange services whereby customers may be provided a telecommunications service from a local exchange other than the one from which they would normally be served.

“Information call” means a call in which a customer will be connected to an information bureau by dialing the proper service code or number and will be given the directory number of the customer whom he desires to call, provided that the customer’s number to be called is or will be published or listed in the information records. An “information call” is also referred to as directory assistance.

“Inside wire” means the same as “customer premises wire” defined above.

“Installation trouble report” means any **network** trouble report filed within seven (7) days after the completion of a **basic local exchange service installation.**

“Intercept service” means a service arrangement provided by the local exchange carrier whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party given such information as the called telephone number has been disconnected, discontinued, or changed to another number, or that calls are being received by another telecommunications line.

"InterMSA" means those calls originating in one Market Service Area (MSA) but terminating in another MSA. See Section 13-208 of the Public Utilities Act [220 ILCS 5/13-208].

"Interoffice trunk" means a communication path between two central offices.

"Line" means the conductor or conductors, supporting circuit equipment, and structures extending between customer network interfaces and central offices, or between central offices, whether they be in the same or different communities.

"Local exchange carrier" means a telecommunications carrier certificated by the Commission to provide intra-exchange and/or inter-exchange service within the same MSA.

"Local exchange service" means the same as "local exchange telecommunications service" as defined in Section 13-204 of the Law.

"Local exchange service area" means the area where telecommunications service is furnished to customers under a specific schedule of rates and without toll charges. A local exchange service area may include one or more exchange areas or portions of exchange areas.

"Local message" means a completed call between customers served by the same central office or between customers served by two different central offices as defined by and in accordance with tariffs.

"Local loop" means a channel between a customer's network interface and its serving central office. The most common form of loop, a pair of wires, is also called a line.

"Local usage charge" means the charge that applies to a call defined as a "local message".

"Map" means a drawing showing a geographical area in which a local exchange carrier furnishes telecommunications services.

"Message" means a completed customer call.

"Network" means the aggregate of transmission systems and switching systems. It is an arrangement of channels, such as loops, trunks, and associated switching facilities.

“Network interface” means the point of termination on the customer premises at which the local exchange carrier’s responsibility for the provision and maintenance of network channel or line service ends. The network interface is part of the network and the order of appearance of central office lines on it is determined solely by the local exchange carrier

“Network service” means a telecommunications service that links two or more discrete channels for the purpose of creating a point-to-point connection.

“Noise to Ground (Ng)” means the noise measured between ground and the tip and ring conductors. The customer does not hear the noise to ground, but the amount of noise to ground affects the amount of noise metallic which a customer hears.

“Noise Metallic (Nm)” means the noise measured across the tip and ring of a circuit and is the noise that the customer hears.

“Operator number identification” means a service provided by an intercept operator on calls that originate from a telecommunications office that is not equipped for automatic identification of the called number.

“Out of Service > 24 Hours” means that 24 hours after reporting an out of service condition to the local exchange carrier, the customer still:

(A) has no dial tone; or

(B) cannot be called; or

(C) cannot call out.

This defined term excludes call blocking or any other intentional alteration to an end user’s calling or call receiving ability.

“Outside plant” means the telecommunications equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-way between the central office and customer locations or between central offices.

“Party line service” is a service offering where two or more unaffiliated end user customers share the same line and telephone number.

“Premises” means the space occupied in a single local exchange area by a customer in a building or in adjoining buildings not separated by a public thoroughfare or in a public office building where the customer’s office space is all contiguous.

“Public telephone service” means one-party access line service equipped

with a coin collecting and/or calling-card only telephone instrument installed for the use of the general public in locations where the general public has access to these telephones.

~~“Regular service installations” shall include all installation and move orders of residential and business single lines, including orders for additional lines, and shall exclude orders for the following:~~

- ~~(A) — Advanced/Special Services (e.g., WATS, FX, DSL)~~
- ~~(B) — Vertical services~~
- ~~(C) — Payphones~~
- ~~(D) — Company official lines~~
- ~~(E) — Records work only~~
- ~~(F) — Orders impacted by the customer for the following reasons:~~
 - ~~(i) — Hold for payment~~
 - ~~(ii) — Customer will advise~~
 - ~~(iii) — Customer requested later due date~~
 - ~~(iv) — No access~~

“Repair office” means an office to handle customers’ reported telephone facility problems. Customers may call to request trouble verification tests, initiate trouble reports and obtain information on the status of open trouble reports.

~~“Repeat trouble report” means any network trouble report filed within thirty (30) days after the closing of a previous network trouble report filed by the same customer for the same working line.~~

“Reporting entity” means a unit established by the local exchange carrier for the purpose of administering the customer service operations established by this Part.

“Submitting carrier” means any telecommunications carrier that requests on behalf of a subscriber that the subscriber’s telecommunications carrier be changed and seeks to provide retail services to the end user subscriber.

“Telecommunications service” means any regulated communication service provided by local exchange carriers.

“Toll call” means a completed message between customers in different exchanges for which message toll rates are applicable.

“Traffic” means call volume based on number and duration of messages.

“Transmission” means the process of sending information from one point to

another.

“Trouble report” means any customer complaint to the local exchange carrier regarding the operation of their telephone service, including both service affecting conditions or out of service conditions.

“Trunk” means a transmission path between switching units, switching centers, and or toll centers.

“Vertical services” means optional telecommunication services including, without limitation, Caller ID or Call Waiting, which a customer may choose to have added to its basic access line.

“Working line” means an active access line or channel.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.110 Waiver

The Commission, on application of a company, customer, applicant, or user or on its own motion, may grant a temporary or permanent waiver from this Part, or any subsections contained in this Part, in individual cases where the Commission finds that:

- a) The provision from which the waiver is granted is not statutorily mandated;
- b) No party will be injured by the granting of the waiver; and
- c) The rule from which the waiver is granted would, as applied to ~~in~~ the particular case, be unreasonable or unnecessarily burdensome.

(Source: Added at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.115 Reporting

All reports required to be submitted to the Staff or to the Illinois Commerce Commission under this Part 730, except Section 730.510(b)(3), shall be certified by an authorized agent of the reporting carrier and shall be filed with the Chief Clerk of the Commission in a form suitable for posting to the Commission's web page. All such reports will be public records available for inspection and copying.

Additionally, each telecommunications carrier shall provide to the Commission, on a quarterly basis and in a form suitable for posting on the Commission's website, a public report that includes performance data for basic local exchange service quality of service. The performance data shall be disaggregated for each geographic

area and each customer class of the State for which the telecommunications carrier internally monitored performance data as of a date 120 days preceding the effective date of this amendatory Act of the 92nd General Assembly. The report shall include, at a minimum, performance data on basic local exchange service installations, lines out of service for more than 24 hours, carrier response to customer calls, trouble reports, and missed repair and installation commitments.

Section 730.120 Penalties

Any telecommunications carrier subject to the service quality rules provided in Part 730 shall be subject to the civil penalties of Section 13-305 of the Public Utilities Act, 220 ILCS 5/13-305, for failure to meet said service quality rules. Notwithstanding the foregoing, any service quality rule in Part 730 that requires a consumer credit to be provided, shall not also impose a civil penalty. If the violation of a service quality rule which is subject to a civil penalty also violates another service quality rule for which a consumer credit was provided, the Commission shall take into account the amount of consumer credit provided in imposing its civil penalty.

SUBPART B: RECORDS AND REPORTS

Section 730.200 Preservation of Records

All records required by this Part shall be preserved in accordance with provisions of 83 Ill. Adm. Code 705.

SUBPART C: ENGINEERING

Section 730.300 Construction

- a) Each local exchange carrier shall place a minimum of 80% of all newly constructed outside cable plant facilities (measured in sheath miles) underground.
- b) The telecommunications outside plant shall be designed, constructed, maintained, and operated in accordance with the provisions of 83 Ill. Adm. Code 305 and 83 Ill. Adm. Code 265.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.305 Maintenance of Plant and Equipment

Each local exchange carrier shall:

- a) ~~Each local exchange carrier shall~~ adopt a maintenance program for its equipment based on the minimum standards set forth in this Part, which program shall be updated regularly but not less than every two years.
- b) inspect every two years, in accordance with the National Electric Safety Code ("NESC") standards identified in 83 Ill. Adm. Code 305, its electrical grounding equipment owned by such carrier for each central office, including, without limitation, the component of such system commonly known as the master ground bar, to ascertain the integrity of the central office ground field, and maintain a copy of the test results in the office and available for inspection.

The inspection shall be performed annually if one of the following events occurs: an office conversion (replacement of the current switching equipment), a building addition to a central office, or renovations to the building facilities and grounds, such as water, sewer, gas, electric facilities or parking lot.
- c) copy, on a monthly basis, its database for switching equipment applicable to each central office and store such copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).
- d) copy, on a monthly basis, its digital access and cross-connect system (DACS) database for each central office, if technically feasible, and store such copy off-site or in a fireproof on-site storage for use in emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).
- e) copy, on a monthly basis, its fiber optic terminal database for each central office, if technically feasible, and store such copy off-site or in a fireproof on-site storage for emergency restoration purposes (such copying and storage to be performed in accordance with current software backup procedures).

Section 730.310 Grade of Service

No local exchange carrier shall offer party line service.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.315 Interoffice Trunks (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.320 Network Service

Local exchange carriers shall retain control of the network and not provide service to lines that introduce energy into the network at levels or frequencies that will interfere with other users.

Section 730.325 Emergency Operation

- a) Each local exchange carrier shall make provisions to meet emergencies resulting from failures of commercial or power service, sudden and prolonged increases in traffic, illness of personnel, fire, storm, or other natural disasters. Each local exchange carrier shall inform employees as to procedures to be followed in the event of emergency in order to prevent or minimize interruption or impairment of telecommunications service.
- b) Each existing central office will contain a reserve battery supply of 5 hours where emergency power generators are not installed and 3 hours where they are in place. Central office batteries shall be maintained in accordance with Institute of Electrical and Electronic Engineers ("IEEE") standards as adopted by this code in Section 730.340 herein, and records verifying such maintenance shall be kept on site. New central offices or central offices being replaced shall contain a reserve battery supply of 8 hours where emergency power generators are not installed and 5 hours where they are in place. In central offices without installed emergency power generators, a mobile power unit shall be available that can be delivered and connected within 5 hours.
- c) In new central offices exceeding 3,000 working lines, a permanent power generator shall be installed. For existing central offices having over 3,000 lines, permanent power generators shall be installed at the time of office replacement or battery replacement.
- d) Emergency generator units shall have available at least a 12 hour fuel supply.
- e) Emergency generator units shall be tested under load once a month. A record of the test results shall be maintained.

Section 730.330 Construction Work Near Utility Facilities

- a) A local exchange carrier, upon receipt of written or verbal notification of work that may affect its facilities, will be responsible for investigating and deciding what action, if any, must be taken to protect any underground service to the public in accordance with 83 Ill. Adm. Code 265.
- b) The local exchange carrier shall have the responsibility to protect, remove, alter, or reconstruct its facilities, provided that nothing in this Section shall be deemed to affect any right which the local exchange carrier may have to require advance payment or adequate assurance of payment of the cost thereof to the local exchange carrier by the property owner or contractor.
- c) The local exchange carrier may, in order to protect its interest, require that the owner or contractor perform certain work (such as providing ducts, conduit space, or working space) upon that part of the service piping or wiring on, or being removed from, the property on which the work is being performed. This Section is not intended to affect the responsibility of the contractor or owner, or the liability or legal rights of any party.
- d) Coordination of all construction and maintenance work between local exchange carriers and other public utilities shall be in accordance with 83 Ill. Adm. Code 265.

Section 730.335 Network Interface

- a) The network interface for a residential customer shall be located in or on a structure owned, rented, or leased by the customer, in which the customer resides.
- b) The network interface for business customers shall be located in or on structures owned, rented, or leased by the customer, in which the customer is conducting business. The demarcation point shall be located at the minimum point of penetration of the network cable to the building, normally within 25 feet. Deviation from this location must be mutually agreeable to the building owner and the telecommunications provider.
- c) Network interfaces shall not be located on fence posts, utility poles, or cable pedestals.
- d) Network interfaces for temporary services or serving trailers, boats, or customer-owned pay telephones shall be located on structures provided by the customer or on a utility pole.

Section 730.340 Incorporation of National Codes and Standards

- a) The Commission adopts as its rules the following portions of the NESC:
 - 1) Section 2 (Definitions of Special Terms).
 - 2) Section 9 (Grounding Methods of Electric Supply and Communications Facilities).
- b) The Commission adopts as its rules the following publications of the IEEE:
 - 1) IEEE Std 1188-1996 Recommended Practice for Maintenance, Testing, and Replacement of Valve-Regulated Lead-Acid (VRLA) Batteries for Stationary Applications.
 - 2) IEEE Std 450-1995 Recommended Practice for Maintenance, Testing and Replacement of Lead Acid Batteries for Stationary Applications.
- c) This incorporation does not include any later amendments or editions.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

SUBPART D: CALL DATA, INSPECTIONS, AND TESTS

Section 730.400 Provisions for Testing

Each local exchange carrier shall provide, or have access to, test facilities which will enable it to determine the operating and transmission capabilities of channel and switching equipment, either for routine maintenance or for fault location.

Section 730.405 Call Data Records

Recording devices, when used in connection with telecommunications service to collect call data from which the customer's bills are prepared, shall show:

- a) Called customer's telephone number;
- b) Calling customer's telephone number;
- c) Date;
- d) Time of day; and
- e) Duration of message.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.410 Call Data Reading Interval

Call data shall be read at intervals to correspond to the customer billing period.

Section 730.415 Call Data Recording Equipment and Test Facilities

- a) Where local exchange billing is based on the number and/or duration of messages, each local exchange carrier shall provide the facilities and equipment for testing recording equipment.
- b) Any local exchange carrier may be exempted from the requirement by petitioning for a waiver from the Commission (see 83 Ill. Adm. Code 200). The Commission shall grant the waiver if the local exchange carrier has made arrangements to have its recording equipment tested by another local exchange carrier or by an organization engaged in the testing of metering equipment.

Section 730.420 Call Data Recording Equipment Requirements

All recording devices used to record data and prepare customers' bills shall be read and interpreted and shall not involve approximations.

Section 730.425 Initial Test

Either the manufacturer, the local exchange carrier, or an organization equipped for such testing shall test each recording device for accuracy when the device is released for service.

Section 730.430 As-Found Tests

All call data recording devices tested in accordance with this Part for either routine maintenance or a complaint shall be tested in their normal operating location and wiring mode.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.435 Routine Tests

Each local exchange carrier shall have written procedures for the periodic testing and maintenance of recording systems to assure the integrity of its operation.

Section 730.440 Request Tests

Upon request of any customer, the local exchange carrier shall make a test of any call data recording device related to billing, provided such a request is not made more frequently than once every 6 months.

Section 730.445 Referee Tests

Any customer, by written request to the Telecommunications Division of the Commission, may have a test of any recording device related to its billing, conducted by the local exchange carrier in the presence of a representative of the Commission, provided such request is not made more frequently than once every 6 months.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.450 Test Records

A record shall be made of all recording equipment tests and adjustments with supporting data to allow checking of the results. Such record shall include recording system identification, type, date and kind of test, and the results of each test.

SUBPART E: STANDARDS OF QUALITY OF SERVICE

Section 730.500 Adequacy of Service

- a) Traffic studies shall be made and records maintained to the extent and frequency necessary to determine that sufficient equipment and an adequate operating force are provided to meet the minimum standards of service set forth in Sections 730.520 and 730.525.
- b) Each local exchange carrier shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up to date and checked every six months to determine if adjustments are necessary to maintain proper balance in all trunk and equipment groups.
- c) Local service furnished by pair gain devices at a given exchange shall provide service equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.
- d) Local exchange carrier employees shall be instructed to comply with the provisions of all applicable Federal and state laws in maintaining secrecy of

communications (see 47 U.S.C. Sec. 605 and Ill. Rev. Stat. 1989, ch. 38, pars. 14-1 to 14-9).

Section 730.505 Operator Handled Calls

When an operator is notified by a customer that he has reached a wrong number, has been cut off, or has experienced poor transmission, the operator shall arrange for credit, except in cases where fraudulent activity is demonstrable.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.510 Answering Time

a) Operator offices

1) Operator offices shall be staffed so that the average ~~answer time, calculated on a monthly basis, speed of answer~~ shall not exceed ten (10) seconds for the following types of calls: (i) toll and assistance; and (ii) information.

~~1) Toll and assistance; and~~

2) ~~Information.~~ Whenever the average answer time, calculated on a monthly basis, exceeds ten (10) seconds, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) business days after the end of the month in which the violation occurred.

~~b) Whenever the average speed of answer exceeds ten seconds on a monthly basis, the company shall take corrective action.~~

~~c) The average speed of answer for calls placed to the business offices and repair offices shall not exceed 60 seconds where a representative or automated system is ready to render assistance and/or accept information to process calls.~~

b) Business and Repair Offices

1) Business offices (during normal business hours) and Repair offices shall be staffed so that the average answer time, calculated on a monthly basis, shall not exceed sixty (60) seconds. In the case where a menu driven, automated, or interactive system is utilized to answer any such call, such system shall provide within the first menu of

options, the option of transferring to a live attendant.

2) Whenever the average answer time, calculated on a monthly basis, exceeds sixty (60) seconds, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) **business** days after the end of the month in which the violation occurred.

3d) **Local exchange carriers** ~~Companies~~ shall maintain records of ~~telephone~~ answer time performance at their business offices and repair offices. At a minimum, these records shall contain the following information collected on a ~~in~~ monthly ~~basis~~ **increments**:

A1) Total number of calls received;

B2) Total number of calls answered;

C3) Average ~~answer time~~ **speed of answer**; and

D4) ~~Total number and percentage of abandoned calls.~~

On or before March 1 of each year, each local exchange carrier ~~company~~ shall file, with the Chief Clerk of the Commission, ~~an annual report containing the above information for its business and repair office(s) (separately when it maintains separate business and repair offices) for each month of the preceding calendar year.~~ on its answer time for its business offices and repair offices with the Chief Clerk of the Commission. This

information shall also be made available to the Commission when requested.

ce) Whenever a telephone company fails to meet **any of** the monthly objectives contained in this Section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons **for such failure**, within 15 **business** days after the end of **the respective** ~~each~~ month.

d) For purposes of this Section, "average answer time" shall be calculated by dividing the total number of call waiting seconds by the total number of reported monthly calls answered.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.515 Central Office Administrative Requirements

- a) Central office capacity and equipment shall be sufficient provided to provide maintain a dial tone within three seconds on ninety-five (95%) percent of all calls placed during the busy hour of any given day. Whenever the dial tone rate falls below ninety-five (95%) percent, the local exchange carrier shall take corrective action and report such action to the Commission within fifteen (15) business days after the end of the month in which the violation occurred.
- b) For purposes of subsection (a) above, the percent of calls that obtained dial tone within three seconds shall be derived by dividing the total number of customer dialing attempts during the busy hour that obtained dial tone within three seconds by the total number of customer attempts to obtain dial tone during the busy hour.
- cb) Each central office shall be equipped with alarms to indicate failures or improper functions.
- de) Either operator or mechanized intercept service shall be provided for non-working or changed terminating numbers until the numbers are assigned or reassigned.
- ed) All remote switching units are to be equipped to continue to perform basic internal switching functions if a base unit connection is interrupted.
- fe) Whenever a local exchange carrier~~telephone company~~ fails to meet the monthly objectives contained in this section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons for such failure, within fifteen (15) business days after the end of the respective~~each~~ month.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.520 Interoffice Trunks

- a) Local interoffice trunks and intraoffice trunks, interoffice toll trunks, and the intertoll trunk and any related switching components shall be engineered so that (i) at least ninety-eight (98%) percent of ~~telephone~~ calls placed shall not encounter an All Trunks Busy ("ATB") condition and (ii) at least ninety-eight (98%) percent of properly dialed incoming interMSA calls, during the busy hour, shall receive ringing signal, station busy tone, or intercept (other than ATB) on the first attempt. When the completion rate falls below ninety-eight (98%) percent for three consecutive months, corrective action shall be initiated and such action reported to the Commission.

b) For purposes of subsection (a) above, the information required to be reported shall be calculated by capturing total call attempts (local, toll, DDD, or inter/intraoffice) and calls that do not encounter an ATB condition that are going through trunk groups controlled by the reporting entity during the busy hour. Calls that do not encounter an ATB condition should be divided by Total Trunk Attempts to derive the percent of calls completed without encountering an ATB. The calculation should be performed for each base unit and all remotes that home on each base. Measurements for all of the base and remote units should be added to provide a statewide basis.

~~b) The trunk and related switching components in the inter-toll network shall be engineered and maintained so that 98% of the properly dialed incoming interMSA calls, during the average busy season, shall receive ringing signal, busy tone, or intercept on the first attempt. When this rate falls below 96% for three consecutive months, corrective action shall be initiated and that action reported to the Commission.~~

~~c) Inter-office toll access trunks shall be engineered for completion of 99% of calls without an all trunks busy condition. Whenever the completion rate falls below 97% for three consecutive months, corrective action shall be initiated and that action reported to the Commission.~~

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.525 Transmission Requirements

Local exchange carriers shall furnish and maintain plant, equipment, and facilities to meet the following minimum transmission standards. The transmission standards set forth in this Section are based upon measurements from the network interface at the customer premises through the local loop to a nominal 48-volt central office and measured at a frequency of 1004 hertz.

- a) Local line analog loops shall have a loop resistance not exceeding the operating design of the associated central office equipment. Longer loops may be used by deployment of loop range extenders.
- b) All analog loops are to be maintained to a minimum of 40,000 ohms insulation resistance.
- c) Transmission loss of analog local loop shall be engineered not to exceed ~~10~~ 8.5 dB when measured in accordance with subsection (a). The local loop transmission loss shall be adjusted to ~~10~~ 8.5 dB or less if it exceeds ~~10~~ 8.5 dB.

- d) Transmission loss in analog interoffice trunks shall be engineered not to exceed 7 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.
- e) Transmission loss on analog toll terminating trunks shall be engineered not to exceed 4 dB. If the loss exceeds expected design loss by + or - 3.5 dB, it shall be corrected to within 1 dB of the design loss.
- f) Transmission loss on all digital interoffice trunks shall be engineered and maintained not to exceed 6 dB.
- g) Loop current shall be maintained at 20 milliamperes or greater.
- h) Power influence (Noise to Ground) shall not exceed 90 dBnc.
- i) Circuit noise (Noise Metallic) shall not exceed 30 dBnc.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.530 Coin Telephone Service (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.535 Interruptions of Service

- a) On a monthly basis, ~~each~~ the local exchange carrier shall clear ~~95% of 95%~~ of all out-of-service troubles up to the customer network interface within ~~within~~ twenty four (24) hours ~~of the time after~~ such troubles are reported by ~~the customer,~~ ~~except when such service interruptions are caused by emergency situations or natural disasters affecting a large number of customers~~
- b) For purposes of maintaining records or reporting information relating to the objective set forth in subsection (a) above, the information required to be so maintained or reported shall be calculated as follows:
 - 1) Each occurrence shall be measured from the "create date and time" to the "cleared date and time."
 - 2) The objective set forth in subsection (a) above shall be calculated as follows:

$$(a) - (c+d+e) = (o) \text{ or the "Adjusted Number of Out of Service Conditions Not Repaired Within 24 Hours"}$$

(b) - (c+d+e) = (p) or the “Adjusted Number of Out of Service Calls”

Calculation A (Official Calculation Methodology)

$$\frac{(o) - (f+g+h+i)}{(p)} \text{ times } 100 = x$$

Calculation B (Reported to Staff Upon Request)

$$\frac{(o) - (f+g+h+i)}{(p) - (h)} \text{ times } 100 = x$$

(100 - x) = Percent Out of Service < 24 Hours

Variables used in the above formulas are defined as follows:

a = Total Number of Out of Service Conditions Not Repaired Within 24 Hours

b = Total Number of “Out of Service” Calls Received by the Company

c = Subsequent Reports for the same Out of Service condition

d = Condition Caused by Payphone equipment

e = Condition Caused by Customer Premises Equipment (CPE) or inside wiring

f = Exclusion Due to No Access to the Property (when access is required)

g = Exclusion Due to Customer Requested Later Appointment

h = Exclusion Due to Emergency Situations

i = Exclusion due to negligent or willful act on part of customer

o = Adjusted Number of Out of Service Conditions not Repaired Within 24 Hours

p = Adjusted Number of Out of Service Calls Received by the Company

- 3) Whenever a local exchange carrier fails to meet the monthly objectives contained in this Section, it shall file a monthly report relating to the failed objective to the Staff of the Illinois Commerce Commission, Telecommunication Division, with a statement of the reasons for such failure, within fifteen (15) **business** days after the end of each month in which such failure occurred.
- 4) The information to be reported pursuant to this Section shall include out of service troubles occurring on holidays or weekends.

cd) If a carrier knows entry to the dwelling is required in order to clear an out of

service trouble report, the local exchange carrier shall provide reasonable notice to the affected customer of such premise visit and shall schedule and perform any such visit on a mutually agreed date and time (which shall be identified as occurring within a four (4) hour window, such as a morning or afternoon shift). When the repair appointment cannot be met within the prescribed four (4) hour window, the local exchange carrier shall make reasonable efforts to notify the customer of the delay and the reason for such delay prior to the time of the scheduled appointment, and shall then reschedule a date and time acceptable to the customer that the utility will be able to provide the requested service.

db) Required toll-free numbers

- 1) Each local exchange carrier shall provide to its customers the telephone number to call for repair service. Calls to repair service shall be available without charge. When trouble is apparently located in a connecting company, this trouble report shall be immediately referred to the connecting company.
- 2) Each local exchange carrier shall provide its business office telephone number to its customers. Calls to the business office shall be available without charge.

~~c) Each local exchange carrier shall inform the Commission either verbally, followed by a written report within 30 days, or via facsimile, of any complete central office failure or isolation of an exchange due to toll circuit failure when the failure exceeds two minutes. This record shall show the time, duration, extent, and cause of the failure, and shall be retained for a period of one year.~~

~~d) Whenever it is necessary to interrupt customer service for the purpose of working on the distribution system or central office equipment, the work should be completed with minimal customer impact. Those who will be most seriously affected by such interruption shall be notified in advance. Any adjustments for interrupted service shall be made pursuant to 83 Ill. Adm. Code 735.70(e).~~

- e) Repair service shall be available at all times for reporting service out of order. Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear out of service trouble at all hours for customers who express an emergency need for service as long as clearing such trouble is consistent with the personal safety of local exchange carrier personnel. For purposes of this subsection (f) only, an emergency need for service shall

~~consist~~ mean that without service there exists ~~of~~ an immediate threat to life, limb, or property.

- ~~f) Each local exchange carrier shall maintain a record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear trouble or satisfy the complaint, and the date and time of trouble clearance or other disposition. The company shall retain these records for a period of one year from the date of the report.~~
- ~~g) The local exchange carrier shall maintain service so that the average rate of all customer network trouble reports is no greater than 6 reports per 100 access lines per month.~~
- ~~h) Whenever a telephone company fails to meet the monthly objectives contained in this Section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons, within 15 days after the end of each month.~~

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.540 Installation Requests

- a) ~~Each~~The local exchange carrier shall complete ninety (90%) percent of its "basic local exchange service installations" within five (5) business~~working~~ days after the customer requests installation ~~receipt of the application~~, unless a later date is requested by the applicant ~~(or an emergency situation occurs)~~ subject to the exclusions in subsection 730.540(f) below.

This Section 730.540(a) does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone.

A telecommunications carrier offering basic local exchange service utilizing the network or network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning of the line or lines, by the carrier whose network or network elements are being utilized, is complete.

- b) Each local exchange carrier shall maintain records and submit reports with respect to this Section as follows:
 - 1) Whenever a local exchange carrier fails to meet the monthly

objectives contained in this Section, it shall file a monthly report identifying the installation requests relating to the failed objective to the Staff of the Illinois Commerce Commission, Telecommunications Division, with a statement of the reasons for such failure, within fifteen (15) **business** days after the end of the month in which said failure occurred.

c) For purposes of maintaining records or reporting information relating to the objective set forth in subsection (a) above, the information required to be so maintained or reported shall be calculated by measuring customer applications or requests for **basic local exchange** service installation from the date the customer makes such application or request to the date the installation order is signed off by the carrier as completed.

~~b) Installation intervals beyond five working days may be appropriate in those instances where installation forces are busy restoring services due to interruption caused by emergency situations, where materials cannot be obtained through no fault of the company, and during unusual rush periods caused by weather or by work stoppages.~~

~~ed) On a **monthly** company basis, **ninety (90%%) percent** of the local exchange carrier's **basic local exchange** service order installation commitments **or appointments to customers with respect to the date** shall be met, **excepting customer-caused delays or natural disasters.**~~

e) If a local exchange carrier knows a premise visit (which includes entry into a dwelling) is required in connection with any **basic local exchange** service installation, the local exchange carrier shall advise the affected customer of such premise visit and shall schedule and perform any such visit at a mutually agreed upon date and time (which shall be identified as occurring within a four (4) hour window, such as a morning or afternoon shift). When the installation appointment cannot be met within the prescribed four (4) hour window, the local exchange carrier shall make reasonable efforts to notify the customer of the delay and the reason for such delay prior to the time of the scheduled appointment, and shall then reschedule a date and time acceptable to the customer that the utility will be able to provide the requested service. Customer-caused delays or customer-missed appointments, may be exempted.

~~When, for company reasons, the service installation date cannot be made, the applicant will be notified, where possible, of the delay, the reason for delay, and the approximate date when the service installation will take place.~~

f) **An installation request will not be considered a violation of this**

section if the installation is delayed or does not occur:

- i) as a result of a negligent or willful act on the part of the customer;
 - ii) as a result of a malfunction of customer-owned telephone equipment or inside wiring;
 - iii) as a result of, or is extended by, an emergency situation as defined in Commission rules;
 - iv) as a result of the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;
 - v) as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;
 - vi) as a result of a carrier's right-to refuse service to a customer as provided in Commission rules; or
 - vii) as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to carrier's obligation for reasonable facilities planning
- ~~d) Whenever a telephone company fails to meet the monthly objectives contained in this Section, it shall report that fact to the Commission's Telecommunications Division, with a statement of the reasons, within 15 days after the end of each month.~~

Section 730.545 Trouble Reports

- a) Each local exchange carrier shall maintain service so that the average rate of all customer network trouble reports is no greater than 6 reports per 100 access lines per month.
- b) For purposes of maintaining records or reporting information relating to the objective set forth in subsection (a) above, the information required to be so maintained or reported shall be calculated by dividing the number of network customer initiated trouble reports in any given month by the total number of access lines in service that are cleared to network dispositions, not customer premises equipment ("CPE"), inside wiring, or emergency situations. The rate shall be reported on a per 100 access line basis.
- c) The local exchange carrier shall maintain service so that the percentage of

repeat trouble reports for a month does not exceed twenty (20%) percent of the total customer trouble reports.

- d) For purposes of maintaining records or reporting information relating to the objective in subsection (c) above, the information required to be so maintained or reported shall be calculated by dividing the total number of repeat trouble reports by the total number of customer trouble reports, in said month, and shall exclude troubles related to CPE, inside wiring or emergency situations.
- e) Each local exchange carrier shall maintain a record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear trouble or satisfy the complaint, and the date and time of trouble clearance or other disposition.
- f) The local exchange carrier shall maintain service so that the percentage of installation trouble reports for a month does not exceed twenty (20%) percent of the total installations.

Section 730.550 Exchange Isolation

- a) Each local exchange carrier shall inform the Commission verbally, within 24 hours, of any service interruption exceeding three (3) minutes duration caused by a complete central office failure or isolation of an exchange due to toll circuit failure. This verbal notification shall be made via telephone call to (217)558-6166 and shall consist of the following information:

- 1) Affected Area Code/Prefix
- 2) Exchange Name
- 3) Company Name
- 4) Cause of Interruption
- 5) Outage date and time
- 6) Restoral date and time
- 7) Effect on 9-1-1 Service
- 8) Name and number of person reporting the service interruption.

A written report shall be filed within thirty (30) days, either via U.S. Postal Service, facsimile or e-mail.

- b) In the event of a major outage or disaster occurring outside of normal business hours wherein the service outage is expected to last twelve (12) hours or more the company shall notify the Commission immediately via an emergency telephone number (217)558-6166.

- c) ~~Whenever it is necessary to interrupt customer service for the purpose of working on the distribution system or central office equipment, the work should be completed with minimal customer impact. (Those who will be most seriously affected by such interruption shall be notified in advance.)~~ The local exchange carrier shall use reasonable efforts to notify in advance public service customers (e.g. police, fire, hospitals) it knows may be most seriously affected by such interruption. Any adjustments for interrupted service shall be made pursuant to 83 Ill. Adm. Code 735.70(e).

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

SUBPART F: SAFETY

Section 730.600 Safety Program

Each local exchange carrier shall adopt and implement a safety program, fitted to the size and type of its operations. At a minimum, the safety program shall:

- a) Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner;
- b) Instruct employees in safe methods of performing their work; and
- c) Instruct employees who, in the course of their work, are subject to the hazards of electric shock, asphyxiation, or drowning, in accepted methods of cardiopulmonary resuscitation.

Section 730.605 Accident Reports (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)

SUBPART G: BOUNDARIES

Section 730.700 Map Requirements

Each local exchange carrier shall have on file with the Commission an exchange area boundary map for each of its exchanges within the State of Illinois.

Section 730.705 Map Specifications

- a) A local exchange carrier boundary map filed after the effective date of this Part shall be in accordance with a certificate of service authority. Any

exchange boundary map revision which changes the boundary of the exchange shall be by petition (see 83 Ill. Adm. Code 200). A new certificate of service authority will be issued for any exchange in which area is to be added or withdrawn.

- b) Each map shall clearly show the boundary lines of the area which the local exchange carrier holds itself out to serve in connection with the exchange. Exchange boundary lines shall be located by appropriate measurement to an identifiable location if that portion of the boundary line is not otherwise located on section lines, waterways, railroads, or roads.
- c) The name of the local exchange carrier filing the map shall be placed at the left side of the top of the map, and the name of the exchange followed by the words "(Name of carrier) Exchange Area Boundary Map" shall be placed at the right side of the top of the map. The first filing of a map shall be designated by the word "Original" placed just below the words "(Name of carrier) Exchange Area Boundary Map". If the map is subsequently refiled, the words "First Revision" shall be substituted for the word "Original," and on each subsequent refiling the next higher number shall be substituted for the number preceding the word "Revision" on the last map filed. The docket number and the date of the order granting a Certificate of Service Authority shall also appear at the right side near the top of the map.

(Source: Amended at 24 Ill. Reg. 13861, effective September 1, 2000)

Section 730.710 Application for Certificate

Each application for a Certificate of Service Authority shall be accompanied by the appropriate exchange area boundary map(s) as exhibit(s) attached to the petition. Each local exchange carrier filing for a certificate covering an original or revised exchange area shall submit a verified statement that the original or revised boundary lines have been agreed to by any other local exchange carrier adjoining the boundary line to be established or changed.

Section 730.715 Service Outside Exchange Boundaries

- a) No telecommunications service will be established outside the exchange boundary of the exchange that normally would provide service except on an emergency temporary basis or after receiving a Certificate of Service Authority.
- b) In cases where local exchange telecommunications service is provided outside the exchange boundary of the normal serving exchange without authorization of the Commission (other than foreign exchange service) and

the location of the service is in the exchange of another local exchange carrier certificated by the Commission, the service shall be discontinued as soon as facilities are made available from the exchange in which the service is located. The customer whose service is affected by this Section shall be given at least 90 days notice prior to the time service can be provided from the proper telephone exchange.

Section 730.720 Map Maintenance

Each local exchange carrier shall maintain and make available for public inspection a map of each exchange served.

Section 730.725 District Boundaries (Repealed)

(Source: Repealed at 24 Ill. Reg. 13861, effective September 1, 2000)